



State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES BUREAU OF EMERGENCY COMMUNICATIONS

James H. Hayes Building
10 Hazen Drive, Room 105
Concord, New Hampshire 03305

Bruce G. Cheney, ENP
Executive Director

Peter A. DeNutte, ENP
Assistant Director

BUREAU OF EMERGENCY COMMUNICATIONS

APRIL 4, 2003

Enhanced 9-1-1

Commission Members:

Chairman
Chief Douglas Aiken
NH Assoc. of Fire Chiefs

Vice-Chair
Sheriff James D. Linehan
NH Sheriff's Association

Secretary
William Wood
NH Division of EMS

Kathryn Bailey
NH Public Utilities Comm.

Paul Violette
NH Telephone Association

Chief George Landry
NH Fed. of Fire Mutual Aids

Jill Healey Wurm
Verizon

David Caron
NH Municipal Association

Captain George Valliere
NH Police Officer

Major Frederick Booth
NH Dept. of Safety

Richard Bernard
Public Member

David Lang
NH Firefighter

Chief Bradley J. Russ
NH Assoc. of Police Chiefs

COMMISSION MEETING

PRESENT: Douglas Aiken, Chairman
William Wood, Secretary
Jill Healey Wurm
David Caron
Kathryn Bailey
James Valiquet
Frederick Booth
Richard Bernard

ABSENT: James Linehan, Vice Chair
David Lang
George Landry
George Valliere

OBSERVERS: Bruce G. Cheney, ENP
Peter DeNutte, ENP
Sean Goodwin
Richard Fowler, ENP
Jack O'Connor
Wanda Hemeon
Mike Geary, ENP
Robert Brown
Jack DiPesa
Leland Willette
Jayne Rayno
Patricia Magoon
Amanda Sevin

NH Association of Fire Chief's
NH Bureau of EMS
Verizon
NH Municipal Association
NH Public Utilities Commission
NH Association of Police Chief's
NH Department of Safety
Public Member

NH Sheriff's Association
NH Firefighters
NH Federation of Mutual Aids
NH Police Officer

Executive Director, NHBEC
Assistant Director, NHBEC
Engineering Tech. V., NHBEC
Operations Supervisor, NHBEC
Public Education/Training, NHBEC
Info Representative, NHBEC
Training Coordinator, NHBEC
IT Manager II, NHBEC
Verizon
TDS Telecom
TDS Telecom
Audit Supervisor II, NHBEC
Administrative Secretary, NHBEC

The Commission meeting held at the James H. Hayes Building, 10 Hazen Drive, Concord, NH 03305 was called to order at 11:17 AM by Chairman Douglas Aiken.

1. Approval of the December 6, 2002 Commission Minutes.

Commissioner Bernard asked that section 2.A.c. be amended for clarification to read "calls from unwired phones are generally longer in duration than those from wired phones". Commissioner Bernard motioned for approval of minutes as amended. Commissioner Caron seconded the motion. The motion was unanimously approved with amendment.

OLD BUSINESS

2. Director's Report

2.A. Report on the FY03 Budget

a. Patricia Magoon, Audit Supervisor II, reported that she attended a Budget Hearing on March 14, 2003 along with Director Cheney and Assistant Director Peter DeNutte. The hearing was held at the Legislative Budget Office and Director Cheney testified before the Budget Committee regarding the anticipated expenses for the biennium. The Director also answered questions regarding the opening of the second facility in Laconia.

b. Ms. Magoon discussed the possibility of budget shortfalls because of unanticipated increases which were paid from non-lapsed funds. She reports that she is working on transferring funds not being spent from various classes to make up the difference.

c. Ms. Magoon explained that money has been transferred from the TDS Telecom contract encumbrance to pay for the increase in the Verizon contract as well as to pay other shortfalls for the remaining fiscal year. The fund will need to be re-encumbered in FY04 to pay for completion of the contract.

d. Bruce G. Cheney, ENP, Executive Director NHBEC, explained that there is better than a 50% chance that the surcharge will increase but doesn't expect it to increase any more than a nickel. NH will still have the lowest surcharge in the nation.

2.B. Report on Surcharge Receipts

a. Ms. Magoon reported that she has been in contact with several telephone companies regarding missing and late surcharge payments. She has been working hard to resolve many discrepancies regarding these payments.

b. Ms. Magoon updated the Commission on a meeting held on December 6. Attending the meeting were Commissioners Kate Bailey, Jill Healy-Wurm, Director Cheney, Jon Osgood from the PUC as well as Ms. Magoon. The purpose of the meeting was to review the telephone companies that are not reporting to either the PUC or the Bureau. Commissioner Wurm sent Jon Osgood a list of CLECs and Resellers that report their 9-1-1 surcharge to Verizon.

2.C. Report on Mapping/Addressing

a. Sean Goodwin, Engineering Technician V, reported that the Mapping Unit recently had two more towns accept address conversion packages. There are still three towns that have been delivered which have not made a decision as of yet. One of those towns is Jackson which has made great strides in changing street names. Director Cheney pointed out that this is a direct result of the Swanzey judgment and he anticipates more towns will be aggressive about changing road names.

b. Director Cheney pointed out that the Bureau's Technical Support and Mapping staff have been experimenting with new mapping software in the town of Bartlett. A company called Environmental Systems Research Institute (ESRI) has been working with the Bureau. The new software has been very effective and the staff has been able to map 75 residences per hour.

2.D. Report on Remote ANI/ALI Project

a. Robert Brown, IT Manager II, reported that the Technical Support staff has been continually checking with sites that are not currently connected with ANI/ALI data. Mr. Brown gave an update of the status of these agencies:

Hampton PD - Has been issued an IP address, currently waiting for a call to do testing.

Londonderry PD - On hold until a new IT person is hired.

Manchester PD - Last contact was March 26, the vendor, DM Data, is having problems.

Seabrook PD - Last contact was March 31, waiting for a call back.

Strafford County Sheriff's Department - On hold for relocation of dispatch center.

Frisbee Hospital - Not connecting until construction is complete.

2.E. Report on Phase I & II

- a. Peter DeNutte, Assistant Director, reported that there has not been much activity with Phase I. Nextel has not completed Phase I requirements and is before the FCC facing fines. US Cellular anticipates becoming compliant in a couple of months. Sprint and AT&T are working on Phase II testing. Verizon Wireless has been in contact and would like to be Phase II compliant by December 2003.
- b. Commissioner Bailey asked when TDS would be ready for the Laconia facility to go online. Mr. DeNutte responded that Laconia is ready but there is no network connectivity.

2.F. Report on PSAP Operations

- a. Richard Fowler, Operations Supervisor, reported that the PSAP is doing well.
- b. Mr. Fowler explained that the PSAP recently conducted a study of cellular calls. He reported that in January 49 1/4% of all calls were from cellular phones and of those calls 49% were accidental. In February 53% of all calls were from cellular phones and 48 3/4% of those were accidental. The total cellular calls are about 16,000 per month.
- c. Mr. Fowler addressed a recent EMD Protocol issue which he had discussed with the Director regarding motor vehicle roll-overs with high mechanism of injury with unknown injury. As it stands now, when this incident is relayed to a telecommunicator, the protocol is to send police only. Mr. Fowler asked the opinion of the Commission if there should be a change to this protocol where police, fire and ambulance are notified. Commissioners discussed some possible solutions. The consensus of the Commission is to change the protocol and notify the local police, fire and ambulance dispatch center(s).
- d. Mr. Fowler reported that during the last two pay periods the PSAP's overtime has decreased to 17 hours and 4 1/2 hours. In the past the overtime each week could have reached from 300-500 hours. Director Cheney commended Mr. Fowler on his efforts to decrease the overtime.

2.G. Report on EMD

- a. Director Cheney reported that the compliance scores are all staying in the upper 90's and specifically the customer service scores are in the 99-100% range.
- b. Director Cheney reported that the new EMS call reviewer, Anastasia Lennon, has increased the call reviews from 200 per month to about 600 per month.

2.H. Status of Training

- a. Michael Geary, Training Manager, reports that the Bureau has a full PSAP staff and there are no vacant full-time positions. Out of 140 total positions in the Bureau, 121 full-time positions and 19 part-time positions, 25 of those are vacant.
- b. Mr. Geary explained that the most recent training class recently began their mentor training in the PSAP.
- c. Mr. Geary reported that he is receiving positive feedback from outside agencies who have received training from Bureau personnel.
- d. Mr. Geary updated the Commission on the I-93 mile marker project. The pilot program has proven successful. Route 101 towards the seacoast will be the next highway in the project.
- e. Mr. Geary has been asked by the National APCO office to help rewrite the APCO course manual which he is in the process of doing.

2.I. Status of Public Education

- a. Jack O'Connor, Public Education and Training Officer, reported on his most recent appearances including fairs, conferences, the American Red Cross, VNA as well as Fire and Police departments.
- b. Mr. O'Connor explained that in the next couple of months he will be attending a NH School Nurse's Conference in Center Harbor, a Strafford County Sheriff's Department Open House, an EMS Conference in Sunapee, the Children's Hospital in Dartmouth as well as many others.

2.J. Status of Public Relations

- a. Wanda Hemeon, Informational Representative, reported that the 911 website is doing well and is being updated frequently.
- b. Ms. Hemeon gave the Commissioners a copy of the most recent newsletter.

c. Ms. Hemeon updated the Commissioners on her most recent meetings with the Emergency Interpreter Referral Service (EIRS). She explained that the most recent issue the committee is working on is to have the Northeast Deaf and Hard of Hearing Services (NDHHS) assign on-call staff members who will secure interpreters in emergencies rather than 911 PSAP Supervisors. Emergency interpreter calls will still come into the PSAP.

3. Contractor's Report

3.A. Verizon

a. Jack DiPesa, Verizon Representative, reported that there were no major failures in the Enhanced 9-1-1 network this quarter.

b. Mr. DiPesa reported that Verizon continues to enhance and upgrade NH's central offices with new features and always do tests to be sure that 9-1-1 is unaffected by the changes.

c. Mr. DiPesa explained that Verizon is continuing to work on the problem that they are having with T-Mobile and 9-1-1. A conference call is set up for next week with all involved.

d. Mr. DiPesa reported on Verizon's progress with the issue of diversity. He explained that Plymouth, Portsmouth and Raymond have been worked on and looked at for diversity purposes. Mr. DiPesa reported that out of 23 end offices, Verizon has three that are in violation and are being worked on. A discussion about the definition of diversity followed. Commissioner Kate Bailey requested a list of Verizon's definitions be sent to all Commissioners.

3.B. TDS

a. Lee Ouellette, TDS Representative, reported that the hardware and software portions in Laconia are complete and that they have begun testing on the system. Mr. DeNutte added that the equipment seems to be doing well and the issues that have come up are being worked on. Mr. DeNutte also explained that the reason Laconia does not have network connectivity is because of the diversity issue.

NEW BUSINESS

4. Correspondence

4.A. Swanzey Decision, December 4, 2002

- a. Discussed during item 2.C.a.

4.B. Cheshire County, December 30, 2002

- a. Director Cheney explained that Cheshire County has recently set up a new dispatch center and the Bureau provided assistance with interviews, hiring and training. The letter thanks the Bureau staff for their assistance.

4.C. US Cellular Corporation, January 31, 2003

- a. Director Cheney explained that the US Cellular letter is a repeat of issues discussed in previous meetings. US Cellular does not want to provide Phase I service until the Bureau guarantees cost recovery. The Director read the 1997 amendment to RSA 106 H which states "any provider of commercial mobile radio service shall be entitled to reimbursement from the Bureau ...to the extent authorized by the Federal Communications Commission..." The Director went on to explain that he put in an amendment this year which states "...any provider of commercial mobile radio service may seek reimbursement from the Bureau...to the extent required by the Federal Communications Commission..." US Cellular is relying on the fact that legislation states they are entitled to reimbursement. Director Cheney explained the process by which HB 675-FN did not pass.

5. New Business

5.A. Progress on Database development

- a. Mr. DeNutte reported that the downloads from Verizon have been installed on the two database computers, one for the Laconia location and one for the Concord location. The database is connected to the new equipment in Laconia. There are approximately 41,000 records that are incorrect which will begin to be worked on. Commissioner Wurm questioned Mr. DeNutte on how the updates will be managed. Mr. DeNutte explained that updates will be made daily. Commissioner Wurm asked that the Bureau present the Commission with some policies and procedures pertaining to database management.

5.B. HB 675-FN relative to Cellular Reimbursement

- a. Discussed previously in item 4.C.a. Director Cheney stated that he will provide the Commissioners with a printout of the Wireless Enhanced 9-1-1 Cost Recovery for all 50 states.

5.C. SB 46 relative to Dedicated Funds

- a. Director Cheney explained that this bill was an attempt to require any agency that has dedicated funds to deposit 25% in the general fund. This bill did not pass.

5.D. HB 213 relative to reporting requirements for dedicated funds

- a. Director Cheney explained the bill to the Commission saying that anytime a non-lapsed fund is transferred into the budget, the transfer needs to be requested from the House Fiscal Committee.

5.E. HB 280 relative to the Poison Control Information Center

- a. Director Cheney informed the Commission that the bill establishes the Poison Information Center assessment on covered life as a funding mechanism. The final status is unknown at this time.

5.F. HB 537 relative to establishing a 211 Commission

- a. Director Cheney explained that the 211 Commission is in existence and that he is a member.

5.G. HB 138 relative to Interpreters for the deaf

- a. Director Cheney explained that this bill will require that all public meetings have a sign language interpreter. The final status is unknown at this time.

5.H. Non-Public Session

a. Commissioner Bernard motioned to go into a non-public session to discuss personnel issues as allowed by RSA 91-A:3. Commissioner Booth seconded the motion. Amanda Sevin conducted a roll call vote of Commissioners present which unanimously approved going into an executive session at 1:43 p.m. Commissioner Wurm was present for the discussion but elected not to participate in the non-public session. In addition to Commission members the following people remained in the meeting at the request of the Chairman:

1. Bruce G. Cheney, ENP, Executive Director
2. Peter A. DeNutte, ENP, Assistant Director

Amanda Sevin was asked to return to conduct a roll call to conclude the non-public session at 2:47 p.m. Commissioners voted unanimously to come out of non-public session and to have the record reflect that no decisions were made.

6. Adjournment

a. Commissioner Bernard motioned to adjourn the meeting. Commissioner Booth seconded the motion. The motion was unanimously approved at 2:48 p.m.

The next Enhanced 9-1-1 Commission meeting will be held on June 27, 2003 at the Dwinell Building in Laconia, NH at 11:00 a.m.

WILLIAM WOOD, SECRETARY
ENHANCED 911 COMMISSION